WFM Mock Test

1. What is your understanding of an RTA: 4/4

An RTA (Real-Time Analyst) is responsible for optimizing productivity in a call center by monitoring live performance and making real-time adjustments. They achieve this by using historical data and current trends to ensure staffing levels align with demand, helping to improve efficiency and meet forecasted goals.

2. What is your understanding of F.T.E: 2/3

FTE or Full Time Employment is a term used to measure workforce capacity,.

3. How Would you rate your Excel Skills?

Intermediate

4. What are lost hours: 2/2

Any time lost that should've been productive. For example: downtime

5. How is absence calculated? 2/2

Amont absent / Amount scheduled *100

6. Strength and weaknesses.

Weaknesses:

- I have to stop myself from overthinking regularly
- I tend to over-compensate when making decisions
- During my time as a manager I cared about people too much
- I tend to be too much of a perfectionist and this sometimes delays me when working quick tasks.

Strengths:

- I work well under pressure. Got that from my years of experience as a live sound engineer.
- I am creative
- I'm not afraid to take calculated risks
- I take pride in pulling my weight in a team setting.
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7. 5 important factors that explain service level decrease. 5/5

- Absence
- Unauthorized OPA
- Call avoidance
- Downtime
- High AHT

8. What steps did u take to manage a difficult situations 5/5*

At 4pm on a Friday at work I was told to drop everything and start preparing for training starting the following Monday. I then delegated my tasks in ops, which was updating live productivity reports and made a list of everything needed in preparation for training. I then decided what's crucial to begin facilitating and what could be completed whilst training and focused on the crucial tasks. I also asked my colleagues to assist me with printing some facilitation guides sorting out my files to be ready for training in the few hours we had left of shift.

9. What is adherence and conformance and explain the importance of it 4/4

Adherence is how well an agents sticks to their schedule (for example on IEX). Conformance is how well an agent is productive during their schedule hours. The importance of both of these is that when an agents is in adherence they are then able to maximize their productivity during the time they are scheduled to be productive which effects there conformance because they wouldn't be on a break during a time that the were supposed to be on the dialler for example.

10. Importance of data availability 3/3

Data availability is all the resources we have access to that helps us have a view of historical, real-time and future information. This is important as this allows us to make intelligent decisions to achieve our forecasted goals.

11. What will you do if you have a report that needs to be in by 1 but you don't have all the information? 2/2

I will submit what I have before that whilst waiting on the information I still need and flag the delay with my manager for support on getting the information.

12. What will you do if you have a colleague that was just not working for the day and they end up lying to the line Manager about having system issues? Will you throw them under the bus or will you go with it? **

My integrity will not allow me to lie so I would be honest to my manger about my colleagues low productivity.

13. How will you cheer up a co-worker that's having a bad day?

Depends how well, I know the person, I'll do something for them I know they like. Like perhaps buying them their favourite flavour of redbull or sending them a funny meme they relate to, it all depends on the person and how well I know them.

14. If the call que is long and the web chat que is long, what will you do if your line manager tells you not to touch the web chat guys but a TL tells you to take web chat guys off from web chat and put them on the phones? ***

I will follow my managers instructions, as if anything is to go wrong my manager should back me up as they gave the instructions.